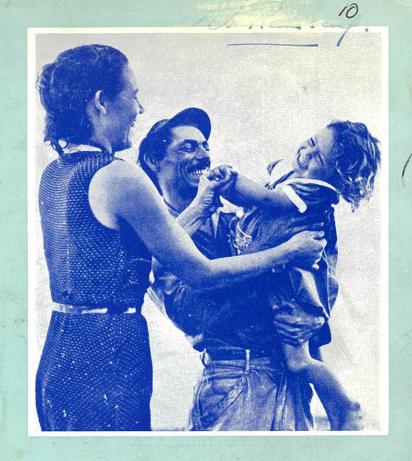
1958-59
ANNUAL
REPORT



Citizens' Welfare Service of Victoria

DEDICATED TO PRESERVING FAMILY LIFE

The Citizens' Welfare Service of Victoria

OFFICE-BEARERS AND EXECUTIVE COMMITTEE

as at 30th JUNE, 1959.

President:

Lieut.-Col. John Summerton, O.B.E., psc., B.Com., Dip.Soc. Stud., F.A.I.M.

Vice-Presidents:

Professor Sir Samuel Wadham, Kt., M.A., LL.D. Associate Professor Ruth Hoban, B.A., B.Com., Dip.Ed.

Hon. Treasurer:

Mr. Marcus Tarrant, A.S.A.

Executive Committee:

Mr. A. Brockenshire.

Mr. R. A. Clarey, B.Com., F.C.A.(Aust.), M.L.A.

Dr. J. S. Collings, B.Agr., M.B., B.S.

Professor R. I. Downing, B.A., Dip.Ec.(Cantab.).

Dr. P. Fensham, M.Sc., Ph.D.

Mrs. C. H. Hall.

Mr. V. A. Hill, A.C.I.S.

Mr. G. More.

Mrs. L. Orbuck.

Hon. Legal Advisers:

Messrs. Madden, Butler, Elder & Graham.

Auditors:

Messrs. Young & Outhwaite (Chartered Accountants, Aust.).

Director of Social Work and Research:

Mr. L. J. Tierney, B.A., M.Sc., Dip.Soc.Stud.

Secretary

Mr. D. H. J. Batchelor.

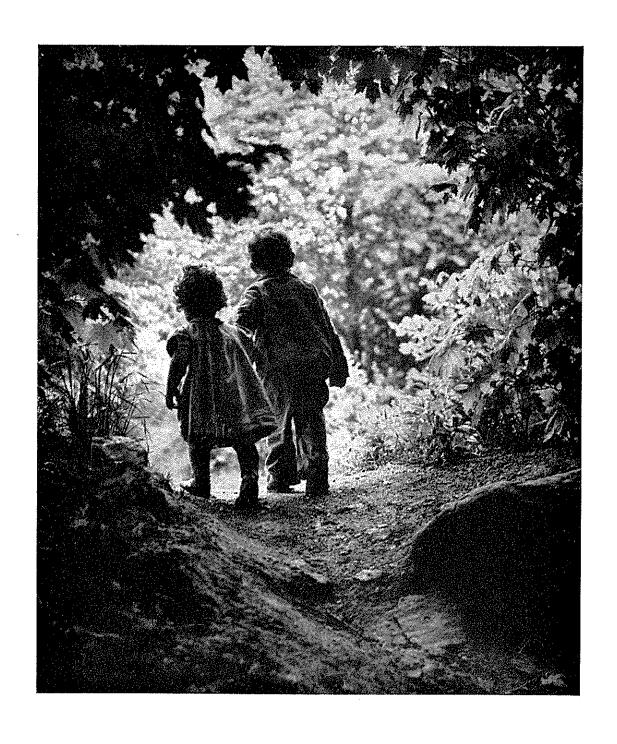
1958-59 ANNUAL REPORT

Family and Community Service

"The central purpose of the family service agency is to contribute to harmonious family inter-relationships, to strengthen the positive values in family life, and to promote healthy personality development and satisfactory social functioning of various family members."

Family Service Association of America — 1957.

Citizens' Welfare Service of Victoria
62 Victoria Parade
East Melbourne



"A world to be born under your footsteps"

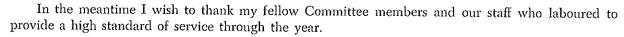
St.-John Perse

The PRESIDENT'S MESSAGE

Our 72nd year has been a year of greater demand for service and a year of increased recognition for the work of family service organizations. A record number of 1,835 cases sought our advice and assistance. This has placed a great strain upon our resources, and once again we have been able to meet current expenses only by drawing upon our reserves.

We have done our best, but we would like to have been able to do so much more. There are numerous features of community life which tend to place stresses on the family and which inhibit healthy growth and development. It is important that our

staff and finances be strengthened so that we may give more adequate service.



Our citizens have many needs which are outside the kinds of services provided by the government. We believe that private individuals have a special responsibility to interest themselves in the welfare of families and that a unique contribution can be made in this way. The voluntary organization must be preserved. For these reasons I most earnestly seek the support of the community at large. Without this support non-government efforts in social welfare cannot continue.

At the same time I must express our gratitude to our many loyal contributors who have made our work possible. We are particularly grateful this year to the splendid gift received through the Herald and Weekly Times Wealth Words Competition. We are proud to be able to report that in 1958-59 the Citizens' Welfare Service, with the help of many generous citizens and with the cooperation of the United States Information Service, successfully organized an Australian-wide exhibition of the "Family of Man". Monies from these sources will reduce the heavy drain upon our limited reserves.

I trust that in the coming year all will pledge themselves anew to the task of helping to make life more worthwhile for the many troubled persons in our midst.

Yours sincerely,

John Gummerton

THIS WAS OUR YEAR'S WORK

THE central feature of our work at Citizens Welfare Service is to be found in our counselling and practical help given to troubled families. This help is of a highly personal and individual nature and depends upon our staff of social workers. During the year a record number of families were helped to cope with problems arising principally from marital disharmony, sickness, unemployment and accommodation problems.

Our work brings us in close contact with the environment, and it is clear that services to troubled families cannot be separated from the community in which we live. It is for this reason that we have devoted part of our resources to the study of the special conditions under which troubled persons live.

In addition to this central programme, the Citizens' Welfare Service maintains a number of special programmes: a counselling and care service for parents who feel that they must place their children away from home; a hearing aid service providing free hearing aids for age pensioners; a special service for New Australians who have been obliged to leave a relative in some other country, and a small research programme. Apart from these services, the Citizens' Welfare Service maintains an open door to any family with a problem which falls outside the range of services provided by other organisations.

our service to families

For most people life has its highlights and memorable occasions, but most of living is concerned with a multitude of small matters — getting the children to school, paying the milk bill, going to work. The great majority take these matters so much for granted that we would be surprised to hear of their importance.

Yet if family functioning is threatened it is usually in these areas that special problems begin to cccur. One or both parents find that the ordinary processes of living or the ordinary processes of development are no longer unfolding smoothly. It has been our experience that it is not possible for the families to live continuously under stress, and for good or bad some kind of solution is always reached.

Unfortunately, families sometimes make decisions which eventually prove disastrous. In many cases these decisions have been made without skilled advice. A man may unwisely decide to leave a particular job, or a family may decide to give up their home. Divorce proceedings may be instituted. In some cases the only solution appears to be one where the family members permanently separate. The emotional disharmony then is often presented as it affects some concrete areas of life.

The following case illustrates these points:-

Mrs. Taylor was an attractive young mother with 5 children under 10 years. Her husband is an immature but likeable young man whose greatest satisfaction in life has been his family and his home. When his wife became mentally ill both the family and the home were gravely threatened. Mrs. Taylor became incapable of caring for her children, and was unable to give them the warmth that they needed. The children were upon the point of being treated as neglected children.

After consultation with the medical authorities, we arranged temporary foster care for two children. Another child was admitted to hospital to receive treatment for a chronic illness. The youngest child was thought to be mentally retarded, but an urgent consultation was arranged with a psychiatrist who considered his retardation was due to emotional deprivation. He recommended foster care with a warm, accepting foster mother. Since being placed with one of our foster mothers, this child has improved markedly.

In the meantime, our social work staff offered counsel and support to the father, who had become depressed and angry, following the break-up of his family. He now has some hope that things will be better and is co-operating well in plans for his wife's rehabilitation.

In this case much has been done — much still remains to be done. There are numerous similar cases where there is little chance of happiness in life without this kind of support.

DISQUALIFIED FROM LIFE



Although Timothy is only 18 years old, one could not feel very hopeful about his future. When he was 12 months old his parents separated — for several years they passed Timothy back and forth as an unwanted burden. When he was 10 years old, he was placed in an institution for persistent truanting. Within the institution Timothy managed reasonably well, but he was not touched by his association with the staff. He developed a passive exterior — being agreeable when necessary because it was more comfortable. Since the age of 16 years he has rarely been employed. "I work to buy some clothes and I don't want to work any more." Already Timothy has two convictions. In his early approach to the social worker, Timothy would say, "I'm in a rat-race, you're in a rat-race — how do you know your rat-race is better than mine?" This cynical attitude was perhaps the only way in which Timothy could see other people.

Timothy's problem is a typical one. In their day to day work our social workers are brought into contact with the various forms of deprivation — emotional and physical. Delinquency, desertion, school failure, illness, unemployment, malnutrition and substandard housing are constant companions.

These matters have been referred to in previous reports, but bear repetition. The long-term effects of living in an environment where one is constantly in conflict so upsets and disturbs our clients' view of their world that they know little of joy or pleasure.

Elizabeth Anne was such a person. Her mother deserted her when she was only 3 years old. From that day forth she was passed from one relative to another. None could really afford to keep her, and her own anger about her abandonment confused and bewildered her relatives, who received no affection or gratitude for their efforts. In exasperation she was placed in a children's home. When Elizabeth Anne married, her husband deserted her. After a further 3 years of struggling to rear her own children, Elizabeth abandoned them.

These are among our most difficult cases. There is such an intertwining of environment and personal problems that both areas of breakdown must be attacked simultaneously. There are few existing services which are organised upon this basis. The great potential of a family service agency is to be found not merely in the fact that we are seeking to help families but in the fact that our approach includes both the person and his environment, an approach which tends towards uniqueness. To our mind it is not really a matter of whether such families are a cost to the community (although they are) but the fact that they are such a heavy cost to themselves. These clients get very little from life. The family agency needs to ask questions about how persons come to be like this with a view to both remedy and prevention.

At present, this vicious circle of failure continues in so many instances. To break this chain requires skilled staff, adequate facilities and finance. Our community is severely lacking in these respects. Yet there are real grounds for a belief that, as a community, we are becoming more concerned with a positive approach in social welfare. Over the last 10 years we have seen new developments in rehabilitation by the Commonwealth Social Services, a positive approach in mental hygiene, penal services, old people's programmes and in family service.



Some Major Social Problems

OUR SOCIAL WORKERS IN THEIR DAY TO DAY WORK ARE IN A GOOD POSITION TO OBSERVE PARTICULAR SHORTCOMINGS IN THE COMMUNITY.

Most frequent comment was received concerning the following:-

Lack of Housekeeper Services

In many cases a father is left with the major care of several young children, particularly when the mother is mentally ill. Present housekeeper services do not touch this problem. Surely we can offer something better than institutional care. Our social workers suggest that specially selected and supervised "home-makers" could help in these cases.

Insufficient Low Cost Housing

'n

Many families, sometimes with several children, are attempting to live in single rooms, for which they may pay up to £5 per week. The Housing Commission still has long waiting lists. Cramped conditions are not conducive to healthy family life.

Inadequate Economic Assistance

for the unemployed and sick. Where there are several children, temporary illness and unemployment is a major tragedy. Commonwealth benefits at £6/2/6 per week are insufficient for a family to maintain a subsistence level. Major crises occur whilst families are waiting a minimum of 17 days to receive assistance.

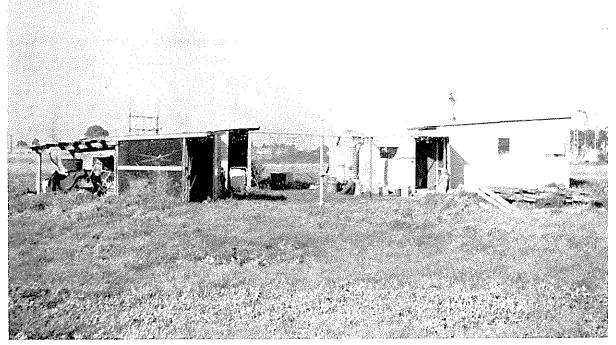
Surgical Medical Aids

for the aged and invalids present severe problems in individual cases. Cylinders of oxygen for the aged sick being treated in their own homes may cost £7 per week. Spectacles may cost £6 or more. There is at present no provision for these necessary aids, and many suffer severely.

New Ways of Helping Must be Sought . . .

Again and again our social work staff are brought in touch with clients who fail to respond to present methods of help. Their unfortunate contacts with other persons, their constant demands upon community services tend to lead to their rejection by everyone. However, we contend that we should not look upon these as failures, but regard their position as a challenge to us all to find new ways of helping people,





Families and Individuals Seeking Help

1835 FAMILIES AND INDIVIDUALS SOUGHT OUR HELP THIS YEAR COMPARED WITH 1557 LAST YEAR, REPRESENTING AN INCREASE OF 278.

B	Y	W	HOM	REFE	RRED	

Hospital Almoners	204
Ex-Service Agencies	103
Voluntary Welfare Agencies	207
Government Departments	294
Self Referred	746
Doctors, Police, Ministers of Religion	113
Miscellaneous Sources	168
	1835

PRECIPITATING FACTORS —	
Unemployment	461
Physical or Mental III-health	335

Unemployment461Physical or Mental III-health335Financial Problems407Parental Conflict288Age Pensioners156Death of Bread-winner25Deafness152Accommodation184Miscellaneous201

2209

The number (2209) is due to the fact that many cases had a combination of precipitating factors.

HOW WERE 1,835 CASES TREATED?

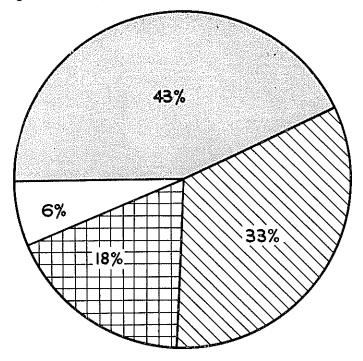
Service and Advice, Consultation 6	52
	62
	61
Assistance attanged from appropriate sources	_
Hearing Aids supplied	80
	99
	~^
Child Placement Counselling and Foster Care 1	32
Cases Withdrawn or, for other reasons, no action taken	57
19	43

— n falls under m

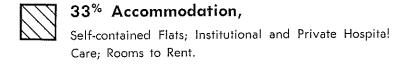
The number (1943) is due to the fact that the assistance or treatment given often falls under more than one heading, e.g., material aid and service and advice. This usually occurs when long-term casework is involved.

Classification of Requests for Assistance

Relating to the Elderly Citizens' Advisory Service - See Page 14









6% Li	ght I	Employm	ent. Employment;	
Home	and	Part-time	Employment;	Occupational
Interest	for D	isabled Per	sons.	

CITIZENS' WELFARE SERVICE OF VICTORIA. Balance Sheet as at 30th June, 1959.

	Trust Fund Total	212,155 18 6			10,390		643 12 8		40 0 0 5,688 4 9	£2,927 0 5 £28,234 3 3
ľS.	Administration I Fund I	£10,956 19 0 1,188 19 6	1.050 0 0		8,000 0 0		3,567 3 3	514 1 1	20 0 0	£25,307 2 10 £2,0
ASSETS	Fixed Assets.	Land and Buildings, at cost Furniture and Fittings	Investments Shares in Company	Commonwealth Government Treasury Bonds	Fixed Deposits	Cash at Bank and on Hand. Australia & New Zealand Bank Ltd.—	Administration Account	Family of Man Account	Petty Cash	
	Total		£21,807 2 10		2,927 0 5	3,500 0 0				£28,234 3 3
	Trust Fund				£1,947 17 9 979 2 8					£2,927 0 5
TIES.	Administratien Fund		£21,807 2 10			3,500 0 0			which the major resident to the same which the	£25,307 2 10
LIABILITIES.		£30,349 6 11 8,542 4 1				: :				
	Accumulated Funds.	Balance, 1st July, 1958 July, 1958 Expenditure over Income for the year		Trust Funds.	Held for General Distribution Held for Special Distribution	Loan Secured by Mortgage				

CITIZENS' WELFARE SERVICE OF VICTORIA

Investments.

	TRUST FUNDS.	Commonwealth Government Treasury Bonds Face Value Received	200 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3187 15th August, 1961	As per Balance Sheet 21,340 0 0		As per Statement of Receipts and Payments
	•	Book Value Received	050 0 0 £84 0 0	9 90	000 0 0	0 0 0	£84 0 0
THE PROPERTY OF THE PROPERTY O	ADMINISTRATION FUND.	Shares in Company— Bo	Provident Loan Society of Victoria Ltd	~	294% due 25/6/1960 2.5 315% due 25/6/1961 4.6	As per Balance Sheet E9,0	As per Statement of Receipts and Payments

To the Committee,

CITIZENS' WELFARE SERVICE OF VICTORIA.

Ladies and Gentlemen,

We have audited the Books of the Society for the year ended 30th June, 1959. We report that the accompanying Balance Sheet and Statement of Receipts and Payments are properly drawn up and exhibit a true and fair view respectively of the state of the Society's affairs at 30th June, 1959, and of the cash transactions of the Society during the year ended that date as shown by the Books of the Society.

All disbursements from Trust Funds have been made without deduction for administration.

Chartered Accountants. 9th September, 1959.

Melbourne.

CITIZENS' WELFARE SERVICE OF VICTORIA.

Statement of Receipts and Payments for the Year Ended 30th June, 1959.

	Total	£3,354 13 1		2 4,778 0 1											25,006 5 0			8,021 18 6		5 0 5.688 4 9	6 £46,849 1 5	Week - во Деневио воденений основника выполнений выпол
	Trust Fund			£2,604 7 2 2,173 12 11												1				1,547 0 40 0	£6,365 0	Andrew Annual Address of the Park
NTS.	Administration Fund	£3,354 13 1			_	264 2 4 290 9 6 540 11 0	,	49 10 0	69 0 8 9 12 2	20 4 3	0	329 0 0 3,101 4 9	8,058 6 9	94 10 0			18	8,000 0 0		4,081 4 4 20 0 0	£40,484 0 11	
PAYMENTS		By Balance, 1st July, 1958	Trust Fund Payments-	General Grants Disbursements of Special Funds	Salaries	Postage and Telephone Travelling Expenses Printing and Stationery		Duce Cleaning	Insurance	Legal Fees		Interest on Overdraft	Family of Man Exhibition Expenditure— To date	Sundar Personage	Transferred to Trust Fund	Capital Expenditure—	Furniture and Fittings	Fixed Deposits—A.N.Z. Bank Ltd	Balance, 30th June, 1959—	Cash at Bank		
	Total	£1,282 10 2		5,102 10 4							16,464 0 11			24.000 0 0							£46,849 1 5	
	Trust Fund	£1,262 10 2		760 18 0 2,171 4 10 45 7 6 2,125 0 0																	£6,365 0 6	
TS.	Administration Fund	£20 0 0				2,086 15 5 1,022 5 6	84 0 0 383 1 8	0	1755 10 G	_				24,000 0 0							£40,484 0 11	
RECEIPTS.	1	To Balance, 1st July, 1958	Trust Funds Receipts—	For General Distribution	Administration Income-	Donations subscriptions	Income from Investments	ς,	Less Received, 1957/58 6,277 13 6	Proceeds Family of Man Exhibition—to	Interest on Mortgage	Capital Receipts—	Association	Morris House Property								

OUR SERVICES TO CHILDREN

THE urgent need for an adequate child care programme in this community is revealed daily in the problems which are brought to Citizens' Welfare Service.

Citizens' Welfare Service believes that institutional life rarely provides the basic essentials for a child's happy, healthy development, and that a foster home is the desirable form of care for the majority of children who are deprived of home life with their own parents. Accordingly, Citizens' Welfare Service decided, with the full co-operation of the Children's Welfare Department, to enter this field of service. A small experimental foster care scheme has been in operation for four years. It has met the needs of a few parents and children, and it has pointed up dramatically the extent of the unmet need, the creative action necessary and the difficulties which must be surmounted in order to alleviate the need.

The Children's Welfare Department arranges foster care only for children who are wards of state, and there is almost no help of this sort available for children when both or one of the parents can continue to take responsibility and have still the legal guardianship but cannot care for the child at home. This may be so for a variety of reasons and for a variety of periods. Sickness, homelessness, mental illness, desertion by husband or wife, imprisonment — these and other personal and social tragedies lie behind the stories of broken or breaking homes which lead to the request for the placement of children.

During the past year more than 100 families requested placement of their children in their initial contact with Citizens' Welfare Service, and others requested this at some time during their contact. Many of these parents did not really wish to part from the children, but could see no alternative. In some cases it has been possible to preserve the family by different means; by finding "live-in" employment with the children, by finding accommodation, obtaining Government benefits, supplemented by occasional financial assistance and continued support, by arranging day care for the children whilst the mother worked, and so on. The difficulties confronting such parents are so great that many parents have finally had no recourse but to separate their children from them, sometimes by having them made wards of state. In a minority of cases the parents reject the children to such an extent that separation may be desirable, possibly only temporarily, while some attempt is made to help the parents to a better adjustment.

Twenty-six foster placements have been arranged during the past twelve months, and these have proved to be happy, constructive experiences for the children and for the foster families, and in many cases for the children's own parents.

Some of these placements were for limited periods in times of illness or the mother's confinement. The majority have been for indefinite periods, usually because the deserted mother or father or unmarried mother could not manage to work and care for the children. One is the case of a

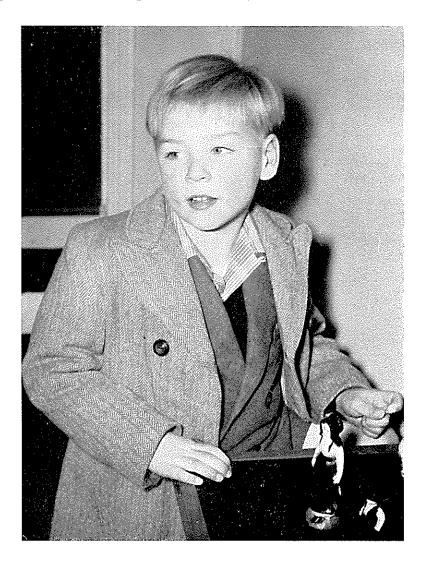
mentally ill mother and unstable father. In two cases of separated parents a reconciliation was effected and the children later were restored to their parents.

The social worker maintains close contact with foster mother and children as well as the children's own parents.

We owe a debt of deep gratitude to the foster parents who provide loving homes for these children. Their previous experience has usually been so traumatic that the children are disturbed and shocked, manifesting their unhappiness in various forms of difficult behaviour, and requiring more than the normal amount of patient affection and care. Our foster parents show considerable strength and unselfish love in helping these children. They do this with the possible added complication of the child's divided, confused allegiance between foster parents and own parents. It says much for

the tact and tolerance they exert that so many lasting friendships have been formed between the two sets of parents.

If substantial financial aid were available, the Citizens' Welfare Service could help many more children to find the devoted families they need. Inability to subsidize payments for board limits severely the cases in which foster care can be undertaken on a voluntary basis. Selection of foster parents is limited to those people who can afford to take children without adequate and dependable recompense. Selection of children to be placed is limited to those whose parents can reasonably be expected to make regular payments for board over long periods. The families who most importantly need this help are not usually stable financially, and no resources exist to cover periods of sickness, unemployment or other circumstances when payments lapse. The foster parents and the children must suffer. The availability of funds, possibly through Governmental grant, would enable selection of cases according to the real needs of each child.



Urgently needed, also, is a small residential centre where particularly disturbed children could be placed for study and individual help pending settling into a foster-home. Care could be provided there for children when emergencies arise, for instance, the illness of the foster mother, or some pressing problem of the child and own parents before suitable foster placement can be arranged.

Elderly Citizens' Advisory Service

This service has continued to concentrate on individual problems of older people, while noting, at the same time, the predominance of certain areas of need. These areas of need, however, cannot be judged through requests for assistance only, such as those illustrated; case-work with individual clients reveals many instances of resignation towards problems thought to be insoluble.

SUFFICIENT INCOME FOR EVERY-DAY LIVING.

Few of our older clients have any capital, and few are supplementing pensions through employment. Ill-health, lack of skill and lack of opportunity limit possibilities here. These people find it impossible to afford items such as clothing, special diets and medical appliances not covered by existing services. Financial hardship limits, too, opportunities for recreation, visiting and entertaining friends and maintaining an interest in local affairs.

ADEQUATE ACCOMMODATION AND HOUSEHOLD HELP.

The demand for small, self-contained, low-rental housing units greatly exceeds the number available. Through our service many older people have been found accommodation in private homes, but high rentals seriously restrict choice, and the uncertainty of tenancy in a rented room remains, together with its disadvantages of sharing facilities and lack of privacy.

The extension of home-help services to provide small amounts of home-help regularly and for indefinite periods could help many older people to remain on in their own homes, and help to pre-

serve a standard of home-care which they themselves can no longer maintain.

ADEQUATE INFORMATION ABOUT SERVICES.

Statutory and voluntary, available to older people.

Many of these have difficulty in keeping up with latest developments, e.g., poor eyesight prevents some from reading newspapers; low incomes and ill-health restrict social intercourse and the opportunity this provides for learning of appropriate provisions; limited intellectual capacity in some handicaps their understanding of these. Many have no relatives or close friends to advise

A feature of our service is the increasing number of enquiries from doctors, elergymen, private individuals, other agencies and departments regarding facilities for particular needs. Enquiries frequently concern hospitals or infirmiary care, home-help services and pensions eligibility.

THE INDIVIDUAL ELEMENT.

The common factor in these areas of need in no way indicates the variety of effects that any problem may have on the individual client. Differences in self-regard give rise to embarrassment and sensitivity in asking for help, apathy or resignation towards circumstances, hostility and chronic anxiety. These elements have been most marked in clients who lack support from relatives or friends. Some feel a social stigma in asking for help; some are apologetic; for some it is a continuation from earlier years of a pattern of needing and requesting various types of help; some regard the agency as a substitute for the family.

Where a service exists to meet a particular need, the older client sometimes needs help in

accepting it and using it to his advantage:

e.g., Mrs. S., who was eligible for the Age Pension and needed this income, but was embarrassed

as the thought of applying for it.

Many pensioners, like Mrs. H., have expressed embarrassment, too, in using their concession fare tickets.

TIME FOR LISTENING.

Older clients tend not to express themselves clearly or concisely, and many lack an audience in every-day life. Questions answered in a perfunctory manner leave them with their problems unsolved, and hesitant in asking for further advice.
"No one has time for older people," is a common expression of feeling.

Adequate time for discussion can help to boost self-respect and personal effort, and often reveals further difficulties which may be alleviated.

CONTACTS WITH THE COMMUNITY

The Citizens' Welfare Service is represented on a number of organisations. During 1958-59 staff and committee members of this organisation have played an active part in the Victorian Council of Social Service and its various Standing Committees, Victorian Family Council, and were also represented on the Old People's Welfare Council and the Good Neighbour Council. Throughout the year members of our staff have been called upon to address numerous groups, and we have found these contacts stimulating.

As in previous years, the Citizens' Welfare Service has maintained its close contact with the

Family Welfare Bureau, Sydney.

RESEARCH PROGRAMME.

During 1958-59, we were able to produce a preliminary study of "Multi-Problem Families in Victoria." This study, which owes its origin to the Family Service Project of the Brotherhood of St. Laurence, has largely been made possible by a splendid gift from the Trustees of the H. V.

McKay Charitable Trust. We owe them our deepest gratitude.

In presenting our findings with regard to multi-problem families, we found that the bulk of these clients were afflicted by a compound of unresolved problems which were variously presented as problems of economic dependency, child care, conflict with authority, housing and health. We noted with concern that the long-term effects of deprivation could not easily be reversed and that we must look to earlier and earlier preventive measures to help the children growing up in such environments to develop more capacity for social living than their parents possessed. However, the enquiry lent real hope to the possibility that something could be done for the parents themselves. Whilst the effects of deprivation may not be easily offset, it is still possible to help these adults to make much better use of the skills and capacities which they do have.

In our last Annual Report we referred to a study of child care which had arisen directly from our experience of placing children away from their homes. A final draft of this study has been

prepared, and it will be available shortly.

FIELD WORK FOR UNIVERSITY DEPARTMENT OF SOCIAL STUDIES STUDENTS.

The University Department of Social Studies is the major source of training for those who wish to prepare themselves for work as medical social workers, child care workers, probation workers and family social workers.

An important part of the training of these students is carried out by assigning students to organisations such as Citizens' Welfare Service, where they have the opportunity to work directly

with people who have problems and under the supervision of experienced social workers.

In this past financial year the Citizens' Welfare Service provided field work experience for nine social studies students.

INTERNATIONAL SOCIAL SERVICE.

The work in association with International Social Service is interesting and carries a high degree of responsibility. Typical are two current cases: one a request from Holland for recommendation about sending two orphaned brothers to make their permanent homes separately with two relatives in Victoria, the other a request from England for recommendation about sending an unmarried mother and her child to the home of her parents in Victoria. These cases, which involve decisions affecting the whole future lives of young people and negotiations with government and other bodies in many countries, call for most time-consuming work and delicacy of judgment.

With world-wide movement of peoples, it frequently happens that the members of a particular family are scattered in more than one country. From time to time it is imperative that the family gain further unity, even though separated by thousands of miles. International Social Service, which has its headquarters in Geneva, has a special responsibility in considering the individual interests of particular families. The Citizens' Welfare Service is closely associated with this work.

HEARING AID SERVICE.

The Hearing Aid Service, now in its sixth year, was the means of providing 80 hearing aids in the year 1958-59, bringing the total number of aids issued to deaf age and invalid pensioners to 432. The applications for issue are much in excess of the number of aids available for re-issue, which necessitates a long waiting list. A drive to obtain sufficient supplies is to be commenced in the forthcoming year, and it is hoped that the waiting list will resultantly be greatly reduced.

The Citizens' Welfare Service again wishes to thank—

1. Donors of second-hand sets.

2. Those firms which, free of charge, reconditioned sets, provided experts for testing purposes, and supplied ear-moulds.

3. Eveready (Aust.) Ltd. for gifts of batteries.

FUND RAISING.

During the year the Ways and Means Fund Raising Committee analysed many ideas put forward for raising money, and the forthcoming year will see the bringing to fruition of some of those ideas.

A vigorous approach to fund raising is included in next year's planning, and it is hoped that a

scheme may be entered into which will provide a regular source of income.

A Public Appeal for the month of July, 1960, has been allocated by the Hospitals and Charities Commission. A Committee, to plan and conduct the appeal, has been formed, and it is possible that a State-wide raffle will be authorised to coincide with the Public Appeal.

DELEGATES.

The Committee has appointed the following members to represent the Citizens' Welfare Service:—

The Good Neighbour Council: Mr. L. J. Tierney and Mr. A. Brockenshire.

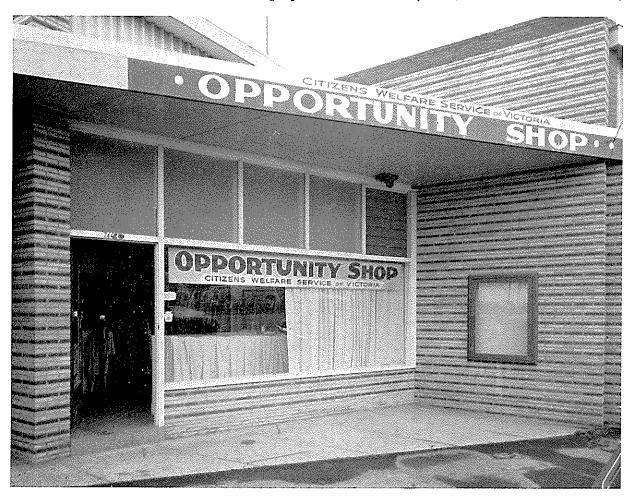
The Old People's Welfare Council: Mrs. C. H. Hall and Mr. L. J. Tierney.

The Victorian Council of Social Service: Lt.-Col.J. Summerton.

The Victorian Family Council: Mr. L. J. Tierney.

COLLECTION SERVICE AND OPPORTUNITY SHOPS.

Ever mindful of the need to increase income and to provide essential clothing, footwear and other items at a reasonable cost to those people in our community who, because of circumstances,



are unable to purchase new clothing, the Citizens' Welfare Service has established a collection service for good used clothing, shoes, crockery, glassware, cutlery, kitchen utensils, household ornaments, novels, school text-books, etc., etc.

The goods collected are displayed for sale in the Opportunity Shops operating at 24A Haughton Road, Oakleigh, and 129 Bay Street, North Brighton.

OUR DEBT TO OTHERS.

In the normal course of the year the Citizens' Welfare Service works on a co-operative basis with almost every social welfare organisation in Victoria, both voluntary and governmental. To these organisations we extend our most cordial thanks.

For special assistance given in individual cases we wish to thank the Trustees of the Cato Fund, the Queen's Fund, the Society for Assisting Persons of Education and the Travellers' Aid Society, Jewish Women's Guild, Time and Talents Society, and members of the various Ladies' Benevolent Societies.

EXECUTIVE.

It was with regret that the Committee received the resignation of Dr. R. G. Brown, who found it necessary to transfer to Adelaide in his profession.

LIFE MEMBERSHIP.

Mr. Stanley Greig Smith, who retired in September, 1957, after a period of 48½ years as Secretary of the Citizens' Welfare Service (late Charity Organisation Society) has been made a Life Member in recognition of his devoted work for the Agency.

STAFF.

It was with regret that the Committee received the resignation of Mr. S. J. Warrell, who, before his appointment as Secretary in September, 1957, acted as Assistant Secretary to Mr. Greig Smith.

Mr. D. H. J. Batchelor was appointed Secretary in January. Mr. Batchelor was formerly employed with the Central Office of Repatriation Commission.

Mrs. A. Brockenshire, Senior Social Worker, resigned in June to take up an appointment as Field Work Organiser at the University of Melbourne. The Committee were most sorry to lose the services of Mrs. Brockenshire, but wish her well in her new occupation.

J. SUMMERTON, President D. H. J. BATCHELOR, Secretary



The Citizens' Welfare Service wishes to record its regret at the death of Miss Grace Melvin Turner, a former member of the Executive Committee.

Miss Turner will long be remembered for her 13 years of devoted service in the control and management of the Citizens' Welfare Service, and her passing is greatly mourned by those who had the privilege of her friendship.

LIST OF CONTRIBUTORS TO THE CITIZENS' WELFARE SERVICE

1958-59.	Davies & Baird Pty, Ltd 3 3 0	Officer & Smith 2 2 0
	Dixon, Drum & Can Co 2 2 0	
BANKS— A. & N.Z. Bank Ltd £5 5 0	Dunlop & Barnet Glass Rubber Companies 3 0 0	Parsons, H., Joinery Works 2 2 0 Patons & Baldwins Ltd 2 0 0
Bank of New South Wales 2 2 0 Commercial Bank of Aus-	Electrolytic Zinc Co. of	Provident Loan Society of Victoria 15 15 0
tralia Ltd 50 0 0	A/sia Ltd 50 0 0	Richardson, Kerr Pty. Ltd. 3 3 0
Commercial Banking Company of Sydney Ltd 1 1 0	Fordigraph (Vic.) Pty, Ltd 2 2 0	Royal Insurance Staff Benevolent Fund 2 2 0
National Bank of Australasia 6 6 0	Foy & Gibson Ltd 5 0 0	Sanderson, John, & Co.
	General Motors-Holden's 15 0 0	(Holdings) Ptv, Ltd 15 15 0
COMPANIES & FIRMS—	Georges Ltd 2 2 0 Gordon & Gotch (A/sia)	Sands & McDougall Pty. Ltd 5 5 0
Abrahams, A., & Sons 1 1 0	Ltd 2 2 0 Craham Campbell Ferrum	Secretariat Pty. Ltd
Alger, C., & Son 1 1 0 Allen, Richard, & Sons	Co 5 0 0 Gresham Fire & Accident	Pty. Ltd 2 2 0 Strachan & Co. Ltd 1 1 0
(1919) Pty. Ltd 5 5 0 Ampol (Alba) Petroleum 1 1 0	Insurance Society 2 2 0	Strang, F. G., Pty. Ltd 2 2 0 Sun News-Pictorial 10 10 0
Andrews Bros. Pty. Ltd 3 3 0	Haigh Bros. Pty. Ltd 1 1 0	Swallows Biscuits Pty, Ltd. 2 2 0
Asphalt Cold Mix (Aust.) Pty. Ltd 2 2 0	Hardie, Jas., & Co 10 0 0 Healing, A. G., Ltd 10 10 0 "Herald," The 10 10 0	Taylor, Stuart, Pty. Ltd 2 2 0
Associated Pulp & Paper Mills Ltd 10 0 0	Heymanson, E. L., & Co. 2 2 0	Vacuum Oil Co. Pty. Ltd. 5 5 0
Aust. Consolidated Indus- tries Ltd 10 0 0	Hill, J., & Sons 3 3 0 Hoffman Brick & Potteries	Warburton Franki Indus-
Aust. Mercantile Land & Finance Co 4 0 0	Ltd 2 2 0 Holeproof Ltd 3 3 0	tries (Melb.) Ltd 2 2 0 Wenz & Co 1 1 0
Aust. Mutual Provident Society, Staff Charity	Imperial Chemical Indus-	Wills, W. D. & H. O. (Aust.) Ltd 10 10 0
Fund 10 10 0 Aust. Paper Manufacturers	tries of Aust. & N.Z 10 0 0 International Harvester	Woodrow Corporation 2 2 0 Wynn, S., & Co. Pty. Ltd. 10 10 0
Ltd 5 5 0 Aust. Wheat Board (Staff) 5 0 0	Co. of Aust. Pty. Ltd 5 5 0	
Baillieu, E. L., & Co 1 1 0	Jackson & Juchau (Vic.) Pty. Ltd 5 5 0	HOSPITALS—
Ball & Welch Ltd 1 1 0 Beaurepaire Tyre Service	Johns & Waygood Ltd 5 0 0	Alfred 1 1 0 Dental 2 2 0
Pty. Ltd 2 2 0	Joubert & Joubert Pty. Ltd 2 2 0	Royal Melbourne 1 1 0
Berlie Ltd 2 2 0	Keep Bros. & Wood Pty.	Queen Victoria Memorial 1 1 0
Blake & Riggall 3 3 0 Brighton Bowling & Ten-	Ltd 5 5 0 Kimpton, W. S., & Sons 15 0 0	MUNICIPALITIES—
nis Club 3 3 0 Briscoe & Co. Ltd, 1 1 0	Kodak (A'sia) Pty, Ltd. 6 6 0 Kornie Food Co. Pty, Ltd. 1 1 0	
Brockhoff's Biscuits Pty. Ltd 2 2 0	Loftus Moran Pty. Ltd 1 0 0	Coburg 2 2 0
Broken Hill Associated Smelters Pty. Ltd 10 0 0	Makower, McBeath & Co.	Melbourne
Carlton & United Brew-	Pty. Ltd 2 2 0 MacRobertson Pty. Ltd 1 1 0	South Melbourne 40 0 0 0 St. Kilda 3 3 0
eries Ltd 5 5 0	McPhersons Ltd 5 0 0	
Caro, George W., Pty, Ltd 1 1 0	Massey-Perguson A u s t. Ltd	PRIVATE CITIZENS—
Cash, J. & J., Employees' Welfare Fund 2 0 0	Melbourne Steamship Co.	Amies, Professor, Sir Ar-
Cheney, S. A., Pty. Ltd 1 1 0 Colonial Sugar Refining	Metal Manufacturers Ltd. 25 0 0 Miller, Jas., & Co. Pty.	thur 1 1 0 Angliss, A. H 2 2 0
Co. Ltd 4 4 0 Commonwealth Fertilisers	Ltd. 2	Anderson, Dr. A. S 6 0 0 Anonymous (Sacramento,
& Chemicals Ltd 3 3 0 Cowan, Alex. (Aus.) Pty.	Myer Emporium Ltd 13 13 0 New Zealand Loan &	U.S.A.) 4 8 1 Anonymous 3 0 0
Ltd 1 0 0 Cunningham, R. H., Pty.	Mercantile Agency Co 1 1 0 Nicholas Pty. Ltd 5 0 0	"A Willing Helper" 5 0 0 Augustus, Miss I 2 2 0
Ltd 10 0 0 Cyclax (Aus.) Pty. Ltd 2 2 0	Norton, Clyde B., & Co. 2 2 0	Bagot, Miss N 25 0 0
Syonia (miss) Ity. Did Z Z U	North Broken Hill Ltd, 20 0 0	Baillie, Miss H, 2 0 0

Barber, Miss I. V. 13 0 Bauer, Dr. F. 2 0 Beck, H. L. 1 0 Beenie, Mrs. P. 2 2 Bowman, Sister Enid R. 1 1 Browne, Mrs. Georgina 2 2 Burnell, R. 10 0	0 0 0 0 0	Wainwright, W. E	Williams, H. H. C
Clarey, R. A., M.L.A 10 10 Clarke, Dr. & Mrs. A. Mur- ray	0 0 0 0	SPECIAL APPEAL— Adair, Mrs. E	Benefactions 25 0 0 Cato, Fred. J., Charitable Trust 10 10 0 Collier Charitable Trust200 0 0 Dayson, E. C., Charitable
Creswick, Mrs. H. F. 3 3 Danks, Miss A. 2 2 Davenport, Miss D. A. 2 0 Dawkins, Mrs. L. E. D. 3 3 Dixon, Franklin 1 0	0 0 0 0 0	Australian Paper Manufacturers Ltd	Trust 50 0 0 Felton, Alfred, Estate600 0 0 Heath, Stanley, Fund 20 0 0 McKay, H. V., Charitable Trust 100 0 0
Finlay, J. J	0 0 0	Co	McPherson, John Russell, Fund 20 0 0 Sun News-Pictorial "Sun- ball" Competition 100 0 0 Syme, David, Charitable
Gardener, Mrs. Olivia 5 0 Grassick, F. 5 5 Gregory, G. W. 1 1 Heither, Athol 5 0	0 0 0	Draffin Bros. 1 0 0 Drug Houses of Aust. 10 0 0 Edwards, Rev. G. W. 1 0 0 Fitzgerald, Sir A. 2 2 0	Trust
Herring, Lady	0 0 0 0	Forster, Hon. Mr. Justice A. W 5 5 0 General Motors-Holden's Ltd 15 0 0 Graham, E. F 1 0 0	Wilson, Trustees late Ed ward 100 0 0 WELFARE AGENCIES—
Kemelfield, Mrs. D. D. 5 5 King, Thomas 2 2 Kitto, C. L. 25 0	0 0 0	Hanson, E. W. J	Flower Day Appeal 2 10 9 Lord Mayor's Fund 22 12 7 Melbourne Legacy 10 0 0 Mission of St. James and
Leeper, Miss V. A. 10 0 Lempriere, Mrs. F. S. 1 0 Lewis, Stanley 5 0 Lush, Mrs. J. F. 5 0 Lush, Miss M. M. 15 0	0 0 0 0	Ince, W. A 3 3 0 Jackson, L. L 1 0 0 Johnstone, Mrs. M 0 10 0 Johnstone, Dr. W. W. S 1 1 0 Keep, Douglas 5 0 0	St. John 2 2 0 Presbyterian Victoria Church of Victoria 10 10 0 Queen's Fund 10 0 0
Macaulay, Mrs. J. A. 5 0 Mackay, Miss A. M. 1 1 Martin, Mrs. C. H. 4 0 Miller, N. A. 5 0 Moore, Malcolm 6 0	0 0 0 0	Killough, W. W 5 0 0 Latham, Sir John 1 1 0 Leaver, C. H., & Co 1 1 0 Leith & Bartlett Pty. Ltd. 10 10 0	Services' Canteens Trust Fund
Munro, Mrs. I. I. 0 10 Munson, Mrs. A. 1 0 Myer, Mrs. S. Baillieu 1 1 Orbuck, Mrs. L. 2 2	0 0 0 0	Leviathan Ltd. 1 0 0 Lowe, Sir Charles 1 1 0 MacRobertson Pty. Ltd. 2 2 0 McCaw, T. M. 2 0 0 Metropolitan Fire Brigade	RELIEF FUND— Anderson, Dr. A. S I 0 0 Bagot, Miss N 5 0 0
Paull, Dr. I. J	0 0 0 0	Board 1 1 0 Milner, Miss E. J. 1 1 0 Moore, Malcolm 2 0 0 More, Gordon 25 0 0 Myer Emporium Ltd. 2 2 0	Baillie, Miss H 1 0 0 Barber, Miss I. V 2 0 0 Creswick, Mrs. H. F 1 1 0 Danks, Miss A 2 2 0
Schuchard, R. A	0 0 0 0	Myer, Mrs. K 25 0 0 Noall, Wm., & Son 10 0 0 Orbuck 2 2 0 Paull, Dr. I. J 2 12 6 Porter, Hon. M. V., M.L.A. 1 1 0	Felton, Alfred, Estate500 0 0 Finlay, J. J 1 1 0 Flack, Marian and E. H. Trust 200 0 0 Foy & Gibson Ltd 3 0 0
Smibert, Mrs. C. 1 0 Smith, Miss E. 1 10 Stillwell, Miss O. 5 0 Stafford, T. L. 1 1 Syme, D. York 1 1 Syme, F. M. 2 2	0 0 0 0 0	Preston, J 1 0 0 Rotary Club of Footscray, 5 5 0 No. 4276 5 5 0 Spowers, A 1 1 0 Summerton, J 4 0 0	Herring, Lady 1 1 0 Kimpton, W. S., & Sons 5 0 0 Lush, Miss M. M. 5 0 0 Martin, Mrs. C. H. 1 0 0 Moore, Malcolm 4 0 0
Syme, Dr. G. R. A. 2 2 Thornton, Geo. 1 0 Tulloh, Misses E. & G. 10 0 Wadham, Professor Sir 10 0 Samuel 10 0	_	Tulloh, Misses E. & G. 5 0 0 Walpamur Co. (Aust.) 2 2 0 Ltd. 2 2 0 War Widows' Guild 2 2 0 Watson, C. S. 1 0 0	Myer Emporium Ltd. 5 5 0 Patons & Baldwins Ltd. 3 0 0 Scott, A. L. 3 0 0 Smeal, Dr. J. A. 1 1 0 Smibert, Mrs. C. 0 10 0



Every Man beareth the whole stamp of the human condition"

Alontaigno

During the year, the Citizens' Welfare Service had the privilege of co-operating with the United States Information Service in presenting in Victoria the notable "Family of Man" Photographic Exhibition, and later this was also shown in other States with the assistance of affiliated organisations with similar aims to our own. It was considered that the underlying theme of this Exhibition, the universality of common human experiences, was in sympathy with the ideals and aspirations of the Citizens' Welfare Service, and this was confirmed by the greater understanding of our work which resulted to this agency from the showing of the exhibition in Melbourne. More than 120,000 people viewed the exhibition throughout Australia.

The planning and organisation of this exhibition was a notable effort, and was made possible only by the whole-hearted assistance of hundreds of persons throughout Australia. Our special thanks are due to Mr. E. W. J. Hansen, of Freighters Limited, for the able manner in which he chaired the "Family of Man" Committee. We were deeply honoured by the attendance of Mrs. R. G. Casey, who officially opened the exhibition on February 23rd. In Victoria, the exhibition received splendid support from Preston Motors, who made available their Showrooms without cost.

LIFE MEMBERS

The undermentioned citizens (some of whom are now deceased) became Life Members of the Agency in the years indicated since 1930:—

1930—Mrs. H. H. SMITH 1930—Lady LYLE 1932—Mr. DARREN BAILLIEU 1932—Mr. EVERARD BAILLIEU 1932—Mr. JOHN REED 1932—Mrs. JOHN REED 1934—Cr. J. H. NETTLETON 1946-Cr. R. C. COOPER, J.P. (Camberwell) 1946—Mr. W. WARREN KERR 1947-Mrs. OLIVIA GARDENER 1947—Mrs. C. LEWIS HEATH 1947-Mrs. W. M. SCOTT (Camberwell) 1947—Cr. E. W. RAVEN Cr. R. B. BARNES (Camberwell) -Cr. Mrs. NELLIE MALCOLM (Camberwell) (Camberwell)
1948—Miss I. V. BARBER
1948—Mr. ARTHUR HORDERN -Cr. W. R. DIMMICK (Camberwell) -Cr. D. W. WATSON 1937—Cr. D. W. WATSON (Camberwell) 1937—Miss UNA B. CATO 1937—Mr. W. E. McPHERSON 1937—Mr. J. J. HAVERTY 1938—Cr. W. R. WARNER 1948—Mrs. DONALD SMITH 1948—Mrs. D. A. SKENE, M.B.E. 1949—Mrs. I. BOYD 1949—Mrs. M. TAYLOR 1949—Cr. A. D. RENTON (Camberwell) (Camberwell) –Mr. GEORGE L. DICKSON -Miss M. LUŚH 1939-Cr. O. B. NORMAN -Cr. H. F. DAWSON (Camberwell) (Camberwell) 1940—Cr. J. S. AUGUST, J.P. (Camberwell) 1940—Miss GRACE TURNER 1941—Cr. W. A. FORDHAM -Cr. J. H. KINNEAR (Camberwell) Cr. A. H. PEARCEY (Camberwell) Cr. H. C. STANFORD, J.P. (Camberwell) (Camberwell) Camberwell)
-Cr. A. E. VINE, J.P.
(Camberwell)
-Cr. F. N. LE LEU, J.P. 1955—Mr. V. Y. KIMPTON 1957—Mr. W. M. STEWART 1957—Miss M. A. WILLIAMSON 1958—Mr. DOUGLAS KEEP 1958—Mr. S. GREIG SMITH (Camberwell) 1945 -Cr. K. L. O. MACLEAY (Camberwell)

Acknowledgement is made to "The Herald-Sun" and "The Age" for the photographs used in this report.